

**INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
EVALUATION MANUAL**

1. GENERAL INFORMATION

This manual describes the process and criteria used for evaluating proposals submitted in response to RFP No. DIS-020503.

For Technical Points, each question will be given a point score from zero (0) to four (4) by the evaluator. This score will then be multiplied by the question's weight as specified in this manual to yield the "Weighted Score." All weights are positive. Weighted Scores will be summed within each section to yield the "Total Raw Weighted Score" for that section.

Each section will have a "Possible Raw Weighted Score," which would be the number of points attained, after the weighting, if the Proposer achieved a perfect score on every question. This Possible Raw Weighted Score will be stated at the end of each section.

After all sections for a given Proposer have been scored, the Total Raw Weighted Scores and the Possible Raw Weighted Scores will be used in the equations given in the Technical Proposal section of the Summary Score Sheet. The products of these equations will be summed to determine the Proposer's Total Technical Points.

Total Cost Points will be determined as described in the Cost Proposal section of the Proposal Score Sheet. Total Cost Points will then be added to Total Technical Points to yield the Proposer's "Final Score." Each evaluator will, in this way, arrive at a Final Score for each of the Proposers. Evaluators' Final Scores for a given Proposer will be averaged to determine that Proposer's Overall Final Score.

At each step in the evaluation process, wherever applicable, numbers will be rounded to four (4) decimal places prior to using the numbers in subsequent steps.

The next section gives guidelines for assigning points to Proposal responses. The remaining sections are the evaluation questions themselves, copies of which will be used by the evaluators to record their evaluation scores.

2. TECHNICAL REQUIREMENTS POINT SCORING

The raw point scale to be used during the evaluation process runs from zero (0) to four (4). The responses will be scored as follows:

- 0 -- No value: the Proposer ignores or will not meet the requirement.
- 1 -- Poor: the Proposer responds with only a "yes," to a statement for which greater detail is required by the context; or the response is somewhat detailed, but is missing much significant information; or most of the detail provided is irrelevant to the RFP statement. If the statement is meant to obtain specific information, such as the age of a company, then the overall impression of the response is altogether unfavorable.
- 2 -- Marginal: The Proposer provides a reasonably good response to the statement, but is deficient in significant information; or response is detailed, but not entirely relevant to the RFP statement in question. If the statement is meant to obtain specific information, such as the age of a company, then the overall impression of the response is somewhat unfavorable.
- 3 -- Acceptable: the response is complete and addresses all significant information; it is detailed and relevant to the RFP statement. If the statement is meant to obtain specific information, such as the age of a company, then the overall impression of the response is acceptable.
- 4 -- Superior: the Proposer's response goes well beyond the expectations of the RFP statement; the additional information is detailed, creative, relevant to the statement, and reflects a very high level of Proposer skill and/or commitment. If the statement is meant to obtain specific information, such as the age of a company, then the overall impression of the response is favorable.

3. MANDATORY REQUIREMENTS

Any proposal that does not meet the Mandatory Requirements is not acceptable and will not be evaluated further.

V.A -- Did the Proposal arrive at the address given in II.A.1 by the date and time given in Subsection II.A.10?

RESPONSE _____

V.B -- Did the Proposer submit its Cost Proposal under separate sealed cover?

RESPONSE _____

V.C -- Did the Proposer ensure that no cost information of any kind was included in the Technical Proposal?

RESPONSE _____

Has the Proposer indicated in writing that it understands and agrees to comply with the following:

V.D -- The Proposer must provide IT Professional Services as described in the RFP (Section III, "Scope of Work") and the Contract (Section A, "Scope of Services").

RESPONSE _____

V.E -- The services provided by the Proposer must not necessitate adding any additional components to the State's Technical Architecture. In other words, the State shall not be required to modify its Technical Architecture in any way to make use of, support, or accommodate the services the Proposer is to provide.

RESPONSE _____

4. TECHNICAL REQUIREMENTS--PROPOSER ORGANIZATION

The "Total Raw Weighted Score" earned for "Proposer Organization" will be the sum of the "Raw Weighted Scores" given in this section.

VI.B.2. -- When was the company established?

Award **0 to 4 points**, with older companies getting more points.

SCORE _____ (WEIGHT -- 1) WEIGHTED SCORE _____

Has the company undergone a sale, acquisition, or merger within the last ten (10) years?

Award **0 to 4 points**, depending upon the nature, frequency, and circumstances of the transition(s). A higher level of concern over company stability will get fewer points.

SCORE _____ (WEIGHT -- 1) WEIGHTED SCORE _____

VI.B.3 -- Have the Proposer and/or any of its employees and/or agents ever been convicted of, pled guilty to, or pled nolo contendere to any crime involving a public or private contract?

If the answer is "No," award **4 points**; or . . .

If the answer is "Yes," rate your degree of concern and record your response, with a higher level of concern getting fewer points; and award **0 to 4 points**.

SCORE _____ (WEIGHT -- 2) WEIGHTED SCORE _____

VI.B.4 -- Is there any pending litigation against the Proposer's company?

If the answer is "No," award **4 points**; or . . .

If the answer is "Yes," rate your degree of concern and record your response, with a higher level of concern getting fewer points; and award **0 to 4 points**.

SCORE _____ (WEIGHT -- 1) WEIGHTED SCORE _____

VI.B.5 -- Within the last ten (10) years, has the Proposer's company filed (or had filed against it) any bankruptcy or insolvency proceeding; whether voluntary or involuntary; and/or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors?

If the answer is "No," award **4 points**; or . . .

If the answer is "Yes," rate your degree of concern and record your response, with a higher level of concern getting fewer points; and award **0 to 4 points**.

SCORE _____ (WEIGHT -- 2) WEIGHTED SCORE _____

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VI.B.6 -- Rate the Proposer's financial stability, with more stable companies receiving more points; **award 0 to 4 points.**

SCORE _____ (WEIGHT -- 2) WEIGHTED SCORE _____

VI.B.7 -- Required, but not scored.

PROPOSER ORGANIZATION

POSSIBLE RAW WEIGHTED SCORE

36

PROPOSER ORGANIZATION TOTAL RAW WEIGHTED SCORE

5. TECHNICAL REQUIREMENTS--PROPOSER EXPERIENCE

The Total Raw Weighted Score earned for "Proposer Experience" will be the sum of the Raw Weighted Scores given in this section. With the exception of VI.C.3, only direct experience, in which the Proposer provided the services to the client directly, will be allowed.

VI.C.1 -- Rate the quality of the described experience. Were the descriptions thorough, providing all of the requested information? Look for services and situations that are similar to those the State is requesting. Look for the ability to provide a staff in large enough numbers to be responsive to the State's staffing needs. *NOTE: For each example provided, at least two completed Reference Information Questionnaires must be included. These must be originals, signed, and dated. Failure to comply with this provision shall result in a zero for that example.

Experience Example #1:

Award **0 to 4 points**, with higher-quality responses getting more points.

SCORE _____ (WEIGHT -- 4) WEIGHTED SCORE _____

Experience Example #2:

Award **0 to 4 points**, with higher-quality responses getting more points.

SCORE _____ (WEIGHT -- 4) WEIGHTED SCORE _____

Experience Example #3:

Award **0 to 4 points**, with higher-quality responses getting more points.

SCORE _____ (WEIGHT -- 4) WEIGHTED SCORE _____

VI.C.2 -- Has the Proposer been in a contractual relationship with, or provided services to, the State of Arkansas within the past five (5) years?

If there has been no former relationship, award **2 points**; or . . .

If there has been a former relationship, please rate the quality of the relationship. Award **0 to 4 points**, with worse relationships getting fewer points.

SCORE _____ (WEIGHT -- 2) WEIGHTED SCORE _____

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VI.C.3 -- If any subcontractors are being proposed, is the Proposer's experience managing subcontractors acceptable?

If no subcontractor(s) is being proposed, award **4 points**.

Otherwise, rate the acceptability of the experience, and Award **0 to 4 points**, with less acceptable experience getting fewer points.

SCORE _____ (WEIGHT -- 1) WEIGHTED SCORE _____

PROPOSER EXPERIENCE

POSSIBLE RAW WEIGHTED SCORE

60

PROPOSER EXPERIENCE TOTAL RAW WEIGHTED SCORE

6. TECHNICAL REQUIREMENTS--PROPOSER STAFFING AND PROJECT SUPPORT PLAN

The Total Raw Weighted Score for "Proposer Staffing and Project Support Plan" will be the sum of the Weighted Scores given in this section.

VI.D.1 -- Rate the quality of the Proposer's approach for rapidly staffing multiple, simultaneous projects of varying staffing levels. Can it be achieved? Is it creative? Is it manageable?

Award **0 to 4 points**, with better responses getting more points.

SCORE _____ (WEIGHT -- 3) WEIGHTED SCORE _____

VI.D.2 -- Is the approach described in VI.D.1 already in place?

Award **0 to 4 points**, with more points for an approach that is already in place, or that would require a minimum of new procedures and/or staffing.

SCORE _____ (WEIGHT -- 1) WEIGHTED SCORE _____

VI.D.3 -- Rate the quality of the Proposer's approach for retaining a stable, effective, knowledgeable staff. Can it be achieved? Is it creative? Is it manageable?

Award **0 to 4 points**, with better responses getting more points.

SCORE _____ (WEIGHT -- 2) WEIGHTED SCORE _____

**PROPOSER STAFFING AND PROJECT SUPPORT
POSSIBLE RAW WEIGHTED SCORE**

24

**PROPOSER STAFFING AND PROJECT
SUPPORT TOTAL RAW WEIGHTED SCORE**

SUMMARY SCORE SHEET

For

PROPOSER: _____

TECHNICAL PROPOSAL

PROPOSER ORGANIZATION -- 100 POINTS

TOTAL RAW WEIGHTED SCORE X 100 = _____
POSSIBLE RAW WEIGHTED SCORE (36)

PROPOSER EXPERIENCE -- 300 POINTS

TOTAL RAW WEIGHTED SCORE X 300 = _____
POSSIBLE RAW WEIGHTED SCORE (60)

PROPOSER STAFFING AND AND PROJECT SUPPORT PLAN -- 200 POINTS

TOTAL RAW WEIGHTED SCORE X 200 = _____
POSSIBLE RAW WEIGHTED SCORE (24)

TOTAL TECHNICAL POINTS _____

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COST PROPOSAL FORM**Unit Rates Calculation Table**

#	Job Classification	Year	Rate	Weighting Factor	Factored Cost
1.	Project Manager	Yr. 1		1	0
		Yr. 2		1	0
2.	Systems Analyst	Yr. 1		3	0
		Yr. 2		3	0
3.	Programmer Analyst (Mainframe)	Yr. 1		2	0
		Yr. 2		2	0
4.	Advanced Programmer Analyst (Mainframe)	Yr. 1		7	0
		Yr. 2		7	0
5.	Programmer Analyst (Client Server/Micro)	Yr. 1		4	0
		Yr. 2		4	0
6.	Advanced Programmer Analyst (Client Server/Micro)	Yr. 1		3	0
		Yr. 2		3	0
7.	Web Developer	Yr. 1		5	0
		Yr. 2		5	0
8.	Advanced Web Developer	Yr. 1		7	0
		Yr. 2		7	0
9.	Object Oriented Developer	Yr. 1		5	0
		Yr. 2		5	0
10.	Advanced Object Oriented Developer	Yr. 1		7	0
		Yr. 2		7	0
11.	Network Administrator	Yr. 1		1	0
		Yr. 2		1	0
12.	Advanced Network Administrator	Yr. 1		1	0
		Yr. 2		1	0
13.	LAN Systems Programmer	Yr. 1		1	0
		Yr. 2		1	0
14.	Advanced LAN Systems Programmer	Yr. 1		1	0
		Yr. 2		1	0
15.	MVS Systems Programmer	Yr. 1		1	0
		Yr. 2		1	0
16.	Advanced MVS Systems Programmer	Yr. 1		1	0
		Yr. 2		1	0
17.	UNIX Systems Programmer	Yr. 1		1	0
		Yr. 2		1	0
18.	Advanced UNIX Systems Programmer	Yr. 1		1	0
		Yr. 2		1	0
19.	Database Administrator	Yr. 1		1	0
		Yr. 2		1	0
20.	Data Analyst/Administrator	Yr. 1		1	0
		Yr. 2		1	0
21.	Quality Assurance Inspector/Analyst	Yr. 1		1	0
		Yr. 2		1	0
22.	Component Librarian	Yr. 1		2	0
		Yr. 2		2	0
23.	Change Management Specialist	Yr. 1		1	0

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24.	Mainframe Operations Specialist	Yr. 2	1	0
		Yr. 1	1	0
25.	Sap Senior Project Manager	Yr. 2	1	0
		Yr. 1	2	0
26.	ABAP Programmer/Developer	Yr. 2	2	0
		Yr. 1	5	0
27.	Basis Administrator	Yr. 2	5	0
		Yr. 1	2	0
28.	mySAP.com Application Consultant	Yr. 2	2	0
		Yr. 1	6	0
29.	R/3 Application Consultant	Yr. 2	6	0
		Yr. 1	6	0
30.	R/3 Workflow Consultant	Yr. 2	2	0
		Yr. 1	2	0
31.	SAP Technical Consultant	Yr. 2	4	0
		Yr. 1	4	0
32.	SAP Training Specialist	Yr. 2	1	0
		Yr. 1	1	0
33.	SAP Tester	Yr. 2	6	0
		Yr. 1	6	0
34.	BW Query Developer	Yr. 2	5	0
		Yr. 1	5	0
35.	BW Data Modeler/DBA	Yr. 2	5	0
		Yr. 1	5	0
36.	SAP BW Consultant	Yr. 2	5	0
		Yr. 1	5	0
37.	OPEN	Yr. 1	DO NOT BID	-----
		Yr. 2	DO NOT BID	-----
38.	Data Warehouse Business Architect	Yr. 2	3	0
		Yr. 1	3	0
39.	Data Warehouse Data Modeler	Yr. 2	3	0
		Yr. 1	3	0
40.	Data Warehouse Information Access Engineer	Yr. 2	3	0
		Yr. 1	3	0
41.	Data Warehouse Extract Transform and Load Advanced Programmer Analyst	Yr. 2	6	0
		Yr. 1	6	0
42.	Quality Manager	Yr. 2	1	0
		Yr. 1	1	0
43.	Quality Analyst/Engineer	Yr. 2	1	0
		Yr. 1	1	0

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Use this formula to calculate the cost points:

$$\frac{\text{Lowest Total Factored Cost}}{\text{Total Factored Cost (This Proposer)}} \times 400 = \text{TOTAL COST POINTS (This Proposer)}$$

$$\underline{\hspace{4cm}} \times 400 = \underline{\hspace{4cm}}$$

TOTAL PROPOSAL

TOTAL TECHNICAL POINTS

TOTAL COST POINTS

FINAL SCORE